COBY MPC-741
IMPORTANT PLEASE READ!
COMMON TROUBLESHOOTING ISSUES

ISSUE #1 WHAT DOES "FILE OPEN ERROR" MEAN
This error message indicates that the file is DRM (Digital Rights Management) protected and it cannot be read or the file is an incorrect file.

ISSUE # 2 WHY DOES MY MP3 PLAYER READ "NO FILE"
If your MP3 player reads no file after you have transferred files into the unit then it simply means you have transferred an invalid file format into the unit. Make sure the file is an MP3 or WMA file.

ISSUE # 3 WHY DOES MY MP3 PLAYER READ "SYSTEM ERROR"
If your MP3 player reads system error, it means the firmware is corrupted. You will need to reset the firmware on the unit. (See issue# 10).

ISSUE #4 WHY DO I RECEIVE AN "OUT OF MEMORY" ERROR MESSAGE WHEN ADDING SONGS TO MY MP3 PLAYER
This error message indicates that the MP3 player memory is full. To add new songs to the MP3 player, you will need to create space by deleting existing files.

ISSUE #5 HOW DO I TRANSFER MY MP3 FILES INTO THE MP3 PLAYER
Connect the MP3 player to the USB port of your computer. Copy and Paste or Drag and Drop your MP3 files from your source folder into the MP3 player (removable drive). You cannot directly download an MP3 file from a website into the MP3 player. The files need to be saved on your computer first.

ISSUE # 6 WHY DOES MY MP3 PLAYER SHOWS BLACK SQUARES
If your MP3 player shows the black squares then it means the firmware is corrupted. The firmware needs to be reset/upgraded. See issue# 10.

ISSUE # 7 WHY DOES MY MP3 PLAYER FREEZES IN PLAY MODE
If your MP3 player freezes in play mode, it means you are using a WMA file with DRM (Digital Rights Management). The WMA file is a protected file and cannot be played on the MP3 player.

ISSUE # 8 WHY DOES MY MP3 PLAYER FREEZES ON "COBY"
If the MP3 player freezes on COBY as soon as it is turned on, it means a corrupted file(s) has been transferred into the player. You will need to remove/delete the file(s) from the MP3 player by formatting the MP3 player.

1) Make sure the player is turned on.
2) Connect the MP3 player to the Computer.
3) The PC will automatically detect the player as "Removable Disk" under MY COMPUTER.
4) Using the mouse, right click on the "Removable Disk" and from the menu, select " Format" (see below).
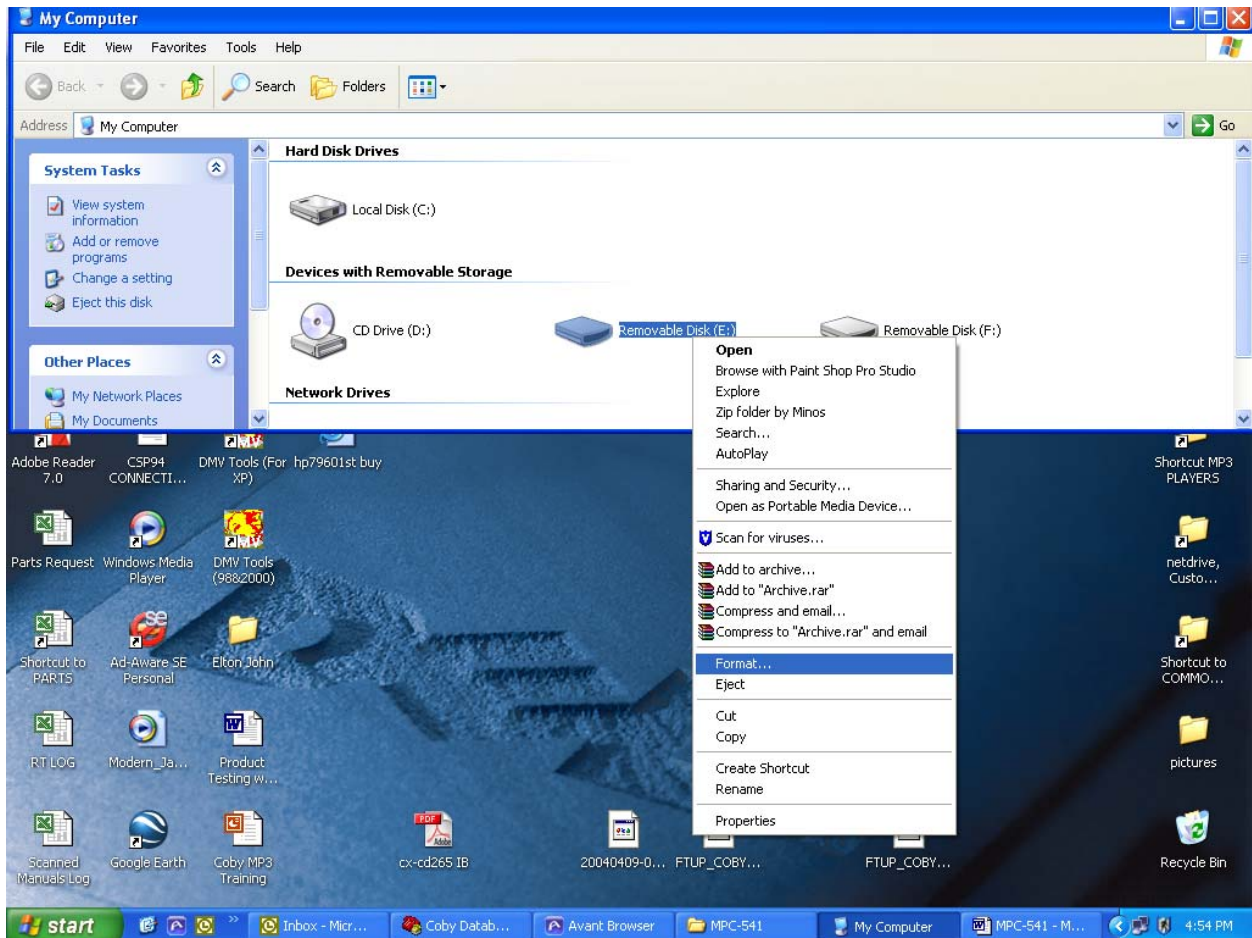
1)   On the Format widow (see below), select "quick format" and "OK".
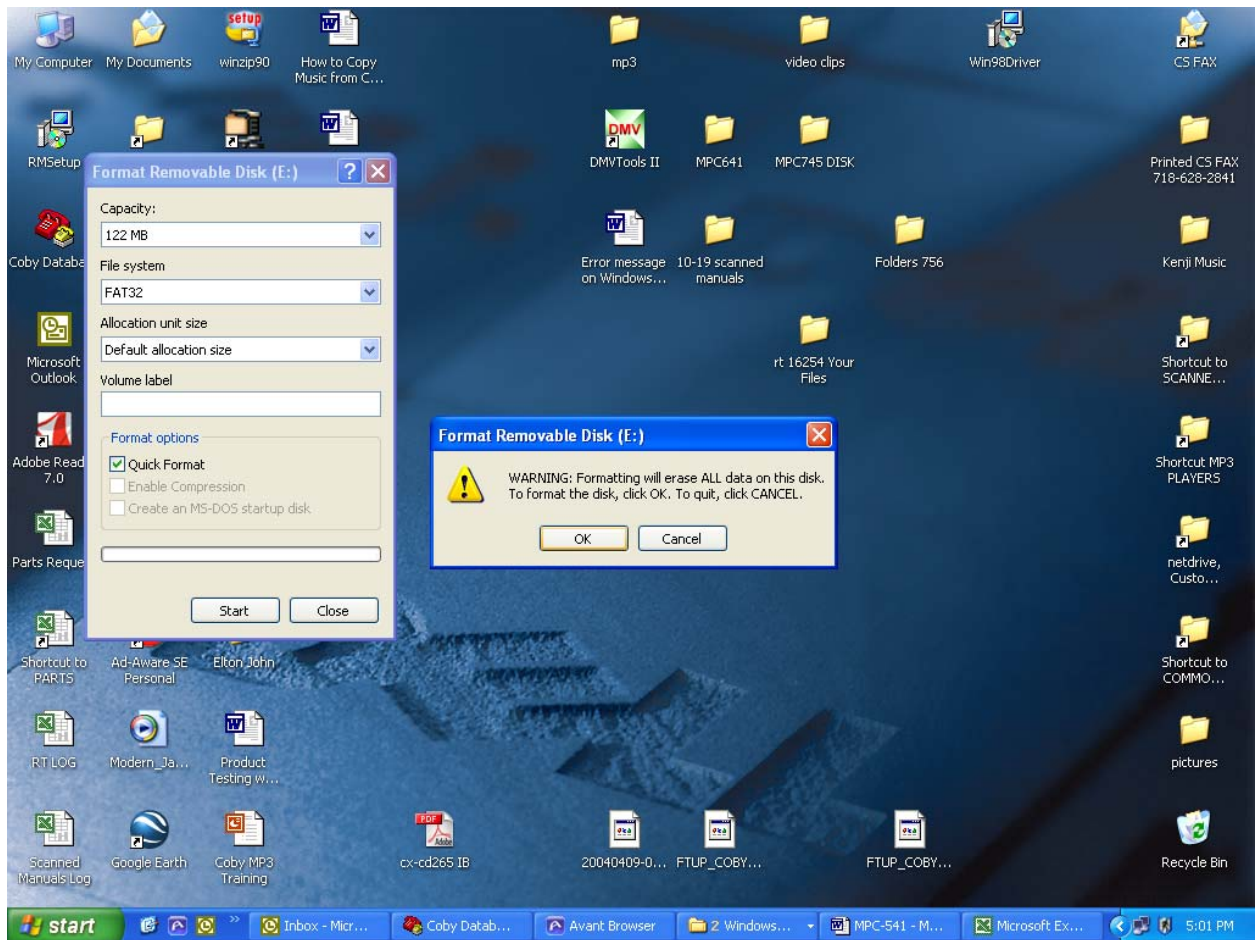
ISSUE # 9 WHY DOES MY MP3 HAS NO SOUND

If the counter on the MP3 player is counting then it means you're playing a **protected** WMA file or the 3.5mm headphone jack is defective. A sample MP3 file can be downloaded from our web site just to confirm where the problem lies. Click here for the sample file
http://www.cobyusa.com/support/support.php?sub_cat=manual

ISSUE #10 HOW DO I RESET/UPGRADE THE FIRMWARE ON THE MP3 PLAYER

1) Make sure the player is turned on.
2) Connect the MP3 player to the Computer.
3) The PC will automatically detect the player as "Removable Disk" under MY COMPUTER.
4) Select the firmware and drag-and-drop it into the removable disk icon. To obtain the firmware file, Please visit http://www.cobyusa.com/support/support.php?sub_cat=manual and download the MPC741 " DRIVER " file.
5) After the file transfer, disconnect the MP3 player using the "Safely Remove Hardware" tool located in the system tray.
6) Once the MP3 player is safely removed from the computer, turn on the power.

If you are still having difficulty setting up your MP3 player, please contact Customer Care / Technical Support, Monday-Friday 8:00 AM – 11:00 PM EST, Saturday and Sunday 9:00 AM – 11:00 PM EST. You can also reach us online at customerservice@cobyusa.com or techsupport@cobyusa.com

1-800-681-2629 OR 718-416-3197